# GOVERNMENT OF INDIA
# PETROLEUM AND NATURAL GAS
# LOK SABHA

UNSTARRED QUESTION NO:2936
ANSWERED ON:11.08.2005
INVESTIGATION OF COMPLAINTS
Nayak Shri Ananta

**Will the Minister of PETROLEUM AND NATURAL GAS be pleased to state:**

(a) the policy of Oil Marketing Companies (OMCs) regarding investigation of anonymous/ pseudonymous complaints against their distributors / dealers ;

(b) the number of anonymous/ pseudonymous complaints received by Indian Oil Corporation Limited in the State of Punjab against their LPG dealers/distributors during 2004-05 ;

(c) whether those complaints have been investigated ;

(d) if so, the action taken against the dealers/distributors ;

(e) the prescribed procedure laid down under the CVC guidelines has been followed while investigating the complaints ;

(f) if not, the reasons therefor ; and

(g) the action taken by the Government against those found guilty ;

## Answer

MINISTER OF PETROLEUM & NATURAL GAS & PANCHAYATI RAJ ( SHRI MANI SHANKAR AIYAR )

(a) Public Sector Oil Marketing Companies (OMCs) have reported that on receipt of any information or complaint, including anonymous/ pseudonymous complaints against their distributors/dealers, investigations are conducted by them.

(b) to (d) : During the year 2004-05, Indian Oil Corporation Limited (IOCL) had received 5 pseudonymous complaints against their LPG distributors in the State of Punjab. These complaints have been investigated but could not be established and hence no action was taken against the distributors concerned.

(e) to (g) : As per CVC guidelines, as a general rule, no action should be taken on anonymous/pseudonymous complaints However, verifiable facts alleged in such complaints may be enquired into with the concurrence of the CVC.